

Customer, Output, Process, Input, Supplier (COPIS) Questionnaire

Directions for use: Please answer the following questions using locally accepted terms (e.g. acronyms known by all in the unit, costing figures, etc.) There **is not** a need to establish a prioritized list.

1. What major SERVICES or PROJECTS do you do that allow you to remain in operation?

A.

B.

C.

D.

2. Please briefly describe what each SERVICE or PROJECT is when you complete it. Please correspond your answers with the above listing.

A.

B.

C.

D.

3. Please list exactly who receives your SERVICE or PROJECT. Please list office symbols or as specific information as possible. Conversely, avoid using terms like DOD, when in fact the SERVICE or PROJECT goes to someone prior to DOD. Please provide corresponding answers as above.

A.

B.

C.

D.

4. What measures do you use internally to ensure a high quality SERVICE or PROJECT will reach your customer? Please provide corresponding answers as above.

A.

B.

C.

D.

5. What METHODS or INDICATORS of customer satisfaction with SERVICES or PROJECTS do you have and use? Please provide corresponding answers as above.

A.

B.

C.

D.

6. What are the processes you use to accomplish your SERVICES or PROJECTS? Please provide corresponding answers as above.

A.

B.

C.

D.

7. What METHODS or INDICATORS do you use or have to ensure your processes are performing to meet customer satisfaction? Please provide corresponding answers as above.

A.

B.

C.

D.

8. What data systems do you use to track your METHODS or INDICATORS of process performance? Please provide corresponding answers as above.

A.

B.

C.

D.

9. What do you consider key inputs into your processes, to ensure your SERVICES or PROJECTS meet customer needs? Please provide corresponding answers as above.

A.

B.

C.

D.

10. Who, specifically, provides you the inputs into your processes, to ensure your SERVICES or PROJECTS meet customer needs? Please provide corresponding answers as above.

A.

B.

C.

D.

11. What METHODS or INDICATORS do you use or have to ensure your process inputs are of the highest quality? Please provide corresponding answers as above.

A.

B.

C.

D.

THANK YOU FOR YOUR VERY VALUABLE TIME AND INPUTS. THIS WILL GREATLY HELP US IN PREPARING A COMPREHENSIVE MISSION ANALYSIS.